



## **New \$165 Million University of Minnesota Health Clinics and Surgery Center Emphasizes Patient-Focused Experience**

*With innovative, efficient design and accent on research, latest M Health facility enhances care delivery and advances medical discoveries*

MINNEAPOLIS – Feb. 16, 2016 – Collaborative workstations for providers, real-time location devices for patients, evening and weekend hours, and tablet stations with access to clinical trials are some of the many features that improve patient care at the latest University of Minnesota Health facility.

The \$165 million Clinics and Surgery Center, located at 909 Fulton St. SE in Minneapolis, opens Feb. 22, 2016. The 342,000 square foot building, located just on the edge of the East Bank campus, houses 37 specialties - from family medicine to cancer care - and 10 outpatient operating rooms. It is designed so that complementary clinics, such as the ear, nose and throat clinic and audiology services, are adjacent to add convenience for patients.

“The technology is state-of-the-art, the layout doesn’t feel like a clinic, and we expect patients will welcome this new approach to care delivery,” said Bobbi Daniels, MD, co-president of M Health. “Our world-class providers and researchers now have a world-class space in which to serve their patients.”

### **The Patient Experience**

The building is easily accessed off I-94 from the Huron Blvd. exit. Patients are welcomed with a multi-lane valet service when they arrive. Upon entering the building, patients are greeted by a concierge with a tablet – rather than an attendant behind a desk – who will review appointment information with them. The concierge then gives the patient a Care Connect real-time location-monitoring badge and directs them to their appointment waiting area.

Unlike a typical waiting room where names are called-out for each patient appointment, a nurse finds the patient’s location, then escorts them to their exam room. This allows for more private, personal care experience in a less stressful environment.

“There are little things during a clinic visit that cause stress or anxiety and our goal in building this facility was to eliminate those triggers,” said Mary Johnson, chief operating officer of M Health. “The personal interaction, convenient clinic arrangements, even the colors and artwork all enhance the patients’ experience and improve care delivery.”

Each exam room features prominent photographs of various Minnesota landscapes, designed to reduce anxiety that patients can feel during traditional clinic visits. Beyond the exam rooms, there are other notable works of art. Nearly all of the original artwork was created by Minnesota artists.

## **The Provider Experience**

In many healthcare facilities, space is often taken up by private offices that are empty most of the time because providers are in exam rooms seeing patients.

To reduce this inefficiency and bolster collaboration, the Clinics and Surgery Center eliminated private offices all together for providers and administrative staff. Instead, it uses shared, open workspaces where providers can work, discuss research and collaborate with each other on care delivery.

With the new building also comes a renewed emphasis on research. A dedicated research liaison is available to discuss potential clinical trials that may be of interest to patients. M Health leadership also developed research processes that complement the Clinics and Surgery Center's clinical processes, ensuring that research participation is a seamless experience for patients.

Most visibly, patients have access to tablets on "Discovery Bars" located on each floor, allowing them to search for clinical trials using *StudyFinder*, an online search platform developed by the University's Clinical and Translational Science Institute. Monitors throughout the building also share stories about successful research milestones and innovations, reaffirming the importance of health research.

"Often the barrier for patients is information about research and how patients can advance healthcare. We want to reduce those barriers," said Brooks Jackson, dean of the University of Minnesota Medical School. "This facility is state of art in both design and mission, and we're blending clinical and research efforts to improve care and achieve breakthroughs."

The center offers extended hours. It will be open 7 a.m. to 7 p.m. Monday through Friday; 8 a.m. to Noon on Saturday and limited hours Sundays.

Patients can visit [www.mhealth.org/clincs-and-surgery-center](http://www.mhealth.org/clincs-and-surgery-center) to find more information about medical specialties, other services, and scheduling appointments.

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## **About University of Minnesota Health**

University of Minnesota Health represents a collaboration between University of Minnesota Physicians, Fairview Health Services and University of Minnesota Medical Center. Working together, we provide exceptional care in a wide range of specialties at our hospitals, clinics and in community-based facilities throughout the region. Visit: [www.mhealth.org](http://www.mhealth.org).

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